

West Des Moines Fire Department 2015 Annual Report



Dedicated to Saving Life and Property

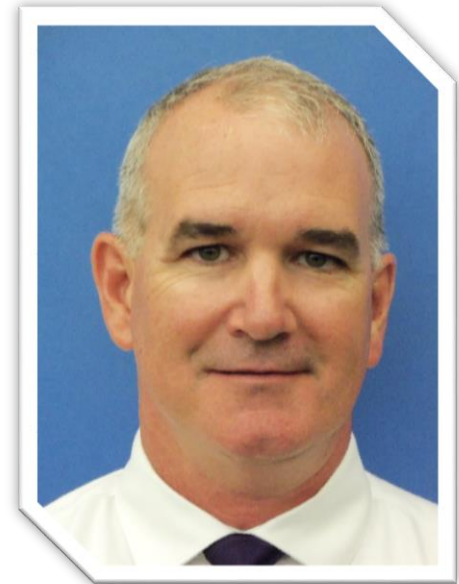


Executive Summary

2015 was an exciting year for the City of West Des Moines. This annual report is a retrospective look at our fire department's operations and activities. We hope to give the reader a look into how we function and what we do.

On behalf of the men and women who are proud to call themselves a member of the West Des Moines Fire Department, we thank you for your support.

- Craig A. Leu
Fire Chief



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Operations

The Operations Division is the most visible division within the West Des Moines Fire Department.

Our highly trained first responders specialize in the mitigation of fires, hazardous material incidents, motor vehicle accidents and rescue calls and they provide emergency medical care to the citizens we serve.

Forty-eight career personnel are spread over three shifts and staff four out of the five fire stations on a 24/7/365 schedule. Paid-on-Call personnel sign up when they are available and are either used to strengthen staffed apparatus or put an additional station into service.

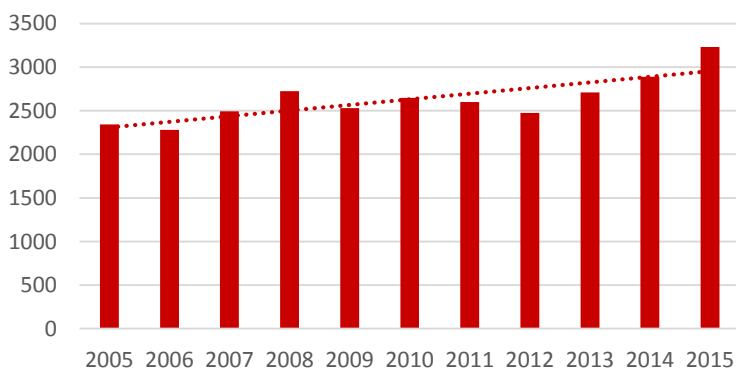
All firefighters are certified to Firefighter II, with all career firefighters and some paid-on-call firefighters certified to the Emergency Medical Technician (EMT) level. Nine career firefighters and some paid-on-call firefighters are certified at the Paramedic level (currently, only those career firefighters assigned to Station 22 operate at the Paramedic level).

On-duty crews also perform annual fire code compliance inspections, author fire response pre-plans and help provide fire safety education to the public.

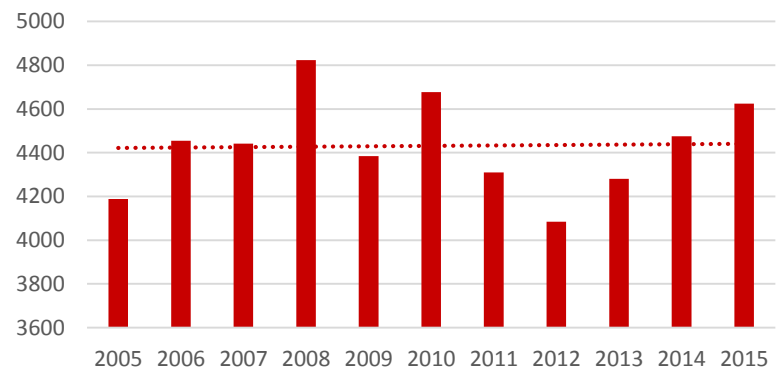
2015 was the busiest year on record for the West Des Moines Fire Department (WDMFD). The department answered 3,231 calls for service (up 12%) requiring 4,624 apparatus responses to mitigate those incidents.



WDMFD Alarms



WDMFD Unit Responses





Specialized Rescue

The specialized rescue team responds to incidents involving confined space, high-angle emergencies and surface water accidents. These responders are trained to mitigate out of the ordinary situations that involve patient extrication or rescue. In 2015, significant positive changes were made to the program that enhanced services to the citizens of West Des Moines.

Trench rescue was put into service after two years of equipment acquisition and training. The program that is housed at Station 18, required 350 hours of specialized training in 2015. This included sending two officers to Chicago for three days of equipment specific training with a manufacturer, and three days of live trench training at the new Public Works site west of the City. This work is added to our normal station duties and is a big sense of pride for the team.

Specialized rescue responses are considered low frequency/high risk events and are some of the most dangerous types of calls we respond to. It is mission critical for responders to be properly equipped and well trained.



Emergency Medical Response

The addition of fire apparatus to a rapidly growing area of the City provides services such as fire suppression, rescue, fire code enforcement, public education and assisting with emergency medical calls.

Although not the primary emergency medical agency for the City of West Des Moines, the fire department is an integral part of this service delivery and responded to 1,453 medical-related calls in 2015.

The fire department remains a crucial component of delivering service with West Des Moines EMS. This includes first response emergency medical care

(basic and advanced life support), providing assistance with critical patients and assisting with transporting patients to the hospital. Past enhancements, such as the advanced life support (ALS) Engine at Station 22 have facilitated the department's drive to enrich the services we provide.





Fire Prevention

The Fire Prevention Bureau maintains an effective and efficient program directed toward fire prevention and life safety.

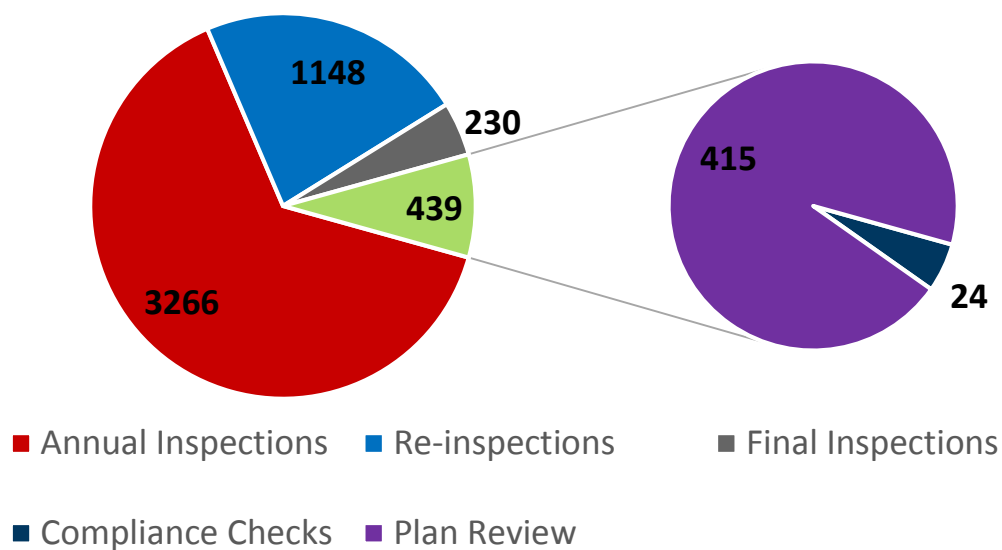
The Fire Marshal leads one Lieutenant Inspector, one civilian Fire Inspector/Public Education Coordinator and two part-time Inspectors.

The Fire Prevention Bureau utilizes adopted International Fire Codes and numerous local amendments to conduct plan reviews and inspections on all new buildings, building additions and tenant improvements to existing commercial buildings/spaces in the City. In addition, on-duty career firefighters inspect over 3000 commercial businesses in West Des Moines each year for fire code compliance. The Fire Prevention Bureau also oversees all fire investigations conducted in the City.



In 2015, the West Des Moines Fire Department was involved with over 5000 inspections, re-inspections, compliance checks, plan reviews and new commercial structure openings.

2015 Inspections and Plan review





Public Education

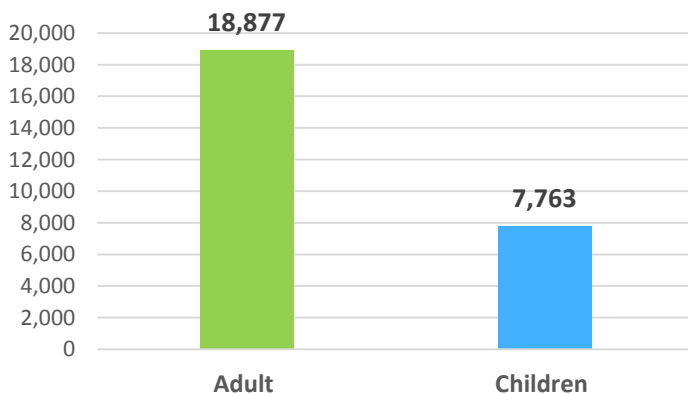
The West Des Moines Fire Department strives to provide a full spectrum of public education programs tailored to meet the needs of our community. Interacting with our citizens provides us the opportunity to stress the importance of fire prevention and life safety on a daily basis.

Throughout the year, we work together with schools, senior residences, community groups, businesses and other agencies to provide programs, such as a fire and fall program for seniors, 911 simulator presentations for children, emergency evacuation planning for businesses, citizens fire academy, smoke detector installations and many more public education activities.

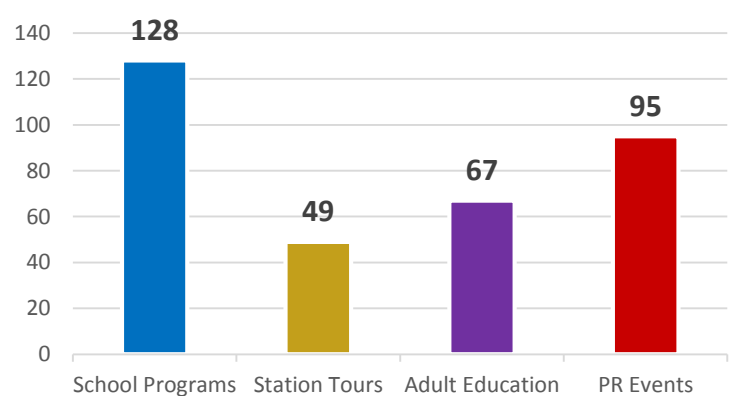
By offering quality public education programs, we provide an increased knowledge of fire prevention and life safety issues in an effort to reduce the loss of life, injury and the destruction of property.



Public Education Attendance



2015 Public Education Hours





Training

In 2015, the West Des Moines Training Bureau continued to improve our employees' knowledge, skills and abilities with an aggressive training schedule. Training evolutions focused on the skills of each company performing tasks and how they related to actual performance at a fire or rescue scene. Workplace Safety training was also a priority for every fire department employee as it is every year.

This year, the department was very fortunate to have the ability to train on an acquired house scheduled for demolition in 2016.

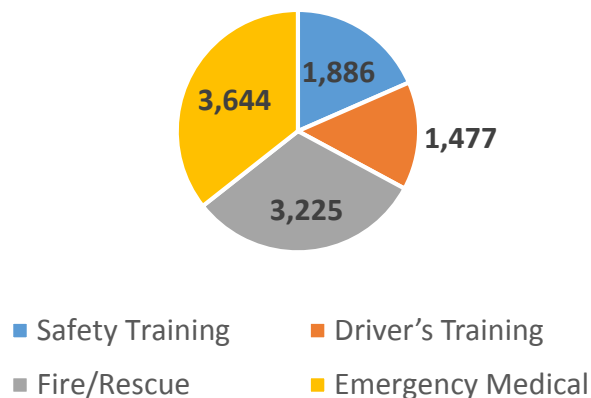
Without this structure, our fire companies would not have been able to practice vital skills that are essential in real fire operations.

The 2014/15 Fire Academy was very successful in keeping our tradition of graduating skilled firefighters who receive state accreditation for Firefighter I, Firefighter II, and Hazardous Materials Operations. Our partnership with outside departments and businesses continues to bring new training opportunities that allow our technical rescue teams to gain additional skills and practice with agencies that would assist in the emergency.



2015 Training	
Total hours	15,028
Total employees	83
Average hours per person	181

Hours of Training - Top 4 Subjects





Accreditation

Accreditation is a comprehensive self-assessment and evaluation model that enables organizations to examine past, current, and future service levels and internal performance and compare them to industry best practices. This process leads to improved service delivery.



The Accreditation Program, administered by the Commission on Fire Accreditation International (CFAI), allows fire and emergency service agencies to have a third-party assessment. The West Des Moines Fire Department utilizes this system to:

- Determine community risk and safety needs
- Develop community-specific Standards of Cover
- Evaluate the performance of the department

The West Des Moines Fire Department was first accredited in 2006. In 2015, a team of Chief Officers from fire departments across the nation visited our facilities to evaluate WDMFD's data and operations. The site team looked at 44 sets of criteria and 253 performance indicators. Full access is granted to all of the information about our department and the City of West Des Moines to see the quality of service this department gives to the area.

We are pleased the Commission on Fire Accreditation International (CFAI) has reaffirmed our data as accurate and validated our departmental policies, procedures and operations. In March of 2016, members of our department will accept our reaccreditation status for 2016-20 at a formal ceremony.

The accreditation process provides continuous quality improvement and enhancement of service delivery to the community we serve and is an ongoing process. Recommendations by the site team will be evaluated by our administration.

There are only **217** accredited fire agencies in the world with 208 of those located inside the borders of the United States. The West Des Moines Fire Department is **one of only four** departments in the state of Iowa to gain such a status. The City of West Des Moines is also one of only a handful of cities in the nation that has all three emergency departments (Fire, Police and EMS) nationally accredited.



Administration

The West Des Moines Fire Department has encountered many changes in the past year. Chief Don Cox retired after 14 ½ years of exemplary service to the citizens of West Des Moines. Deputy Chief Matt Sonnenburg admirably led the department for 6 months serving as the interim Fire Chief until Craig Leu was named the city's 3rd full-time Fire Chief in July. Progressive changes and growth have occurred under the leadership of all three chiefs.



Lt. John Gallagher retired after serving 27 years as a full-time member. John also served for three years prior as a volunteer firefighter and was one of the first eight full-time firefighters the City of West Des Moines hired in 1988.

Positive changes also were made to firefighter staffing. Station 19, which had been staffed with a two-person attack unit since 2014, was staffed with a 24/7 engine company. The numbers for 2015 show that Station 19 is now the third busiest station in the City.

Paid-on-Call (POC) Firefighters were requested to staff Station 17 as often as possible during the overnight hours. With the cooperation of the Firefighters Local Union 3586, we have been able to supplement full-time firefighters staffing with POC Firefighters for 12-hour shifts.

The Westside Facility (Station 22) is shared with the City of Clive and is part of an agreement between the two cities that started in 1991. In December, we took possession of a 2016 Pierce Class "A" fire engine for Station 22 that was purchased from the Westside vehicle replacement budget.

West Des Moines Fire is **one** of only **twelve** fire departments in the state of Iowa with a Class 2 rating from the Insurance Service Office (ISO). Fire department members work tirelessly to make sure that the citizens we protect are given the best service we can provide because we remain dedicated to saving life and property.

West Des Moines experienced only one large building loss in 2015. A warehouse that had no fire alarm or fire sprinkler system was destroyed by fire. This loss of property and contents was estimated to be approximately \$500,000.00. Several other fires occurred in the City, but many were extinguished by the firefighters, or they were contained by fire sprinkler systems that are required in large commercial buildings and newer apartment buildings.

2015 was a very successful year, but our work is not finished. Consistent staffing models and response times are always a goal we strive to improve. With the explosive growth in the City, the safety of our citizens, businesses, visitors and employees is something that we take into account with every decision we make.



West Des Moines Fire Department Facts and Figures

Our vision:

“To Strive Toward a Safer Community for our Citizens, Businesses and Visitors”

Our Mission:

“Dedicated to Saving Life and Property”

Our Core Values:

- Strive for personal safety while maintaining devotion to duty
- Count sincerity of service above personal comfort and convenience
- Strive to find better ways of protecting the lives, homes and property of our fellow citizens
- Focus through teamwork and cooperation to provide the highest quality of service

Station Locations

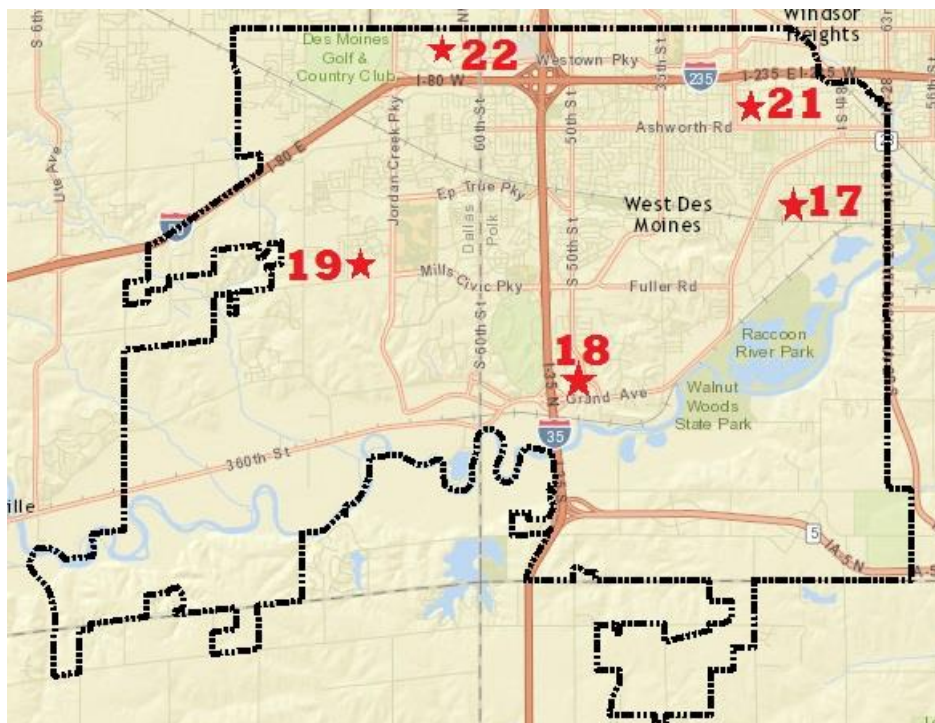
Station 17 – 1401 Railroad Avenue

Station 18 – 5025 Grand Avenue

Station 19 – 8055 Mills Civic Parkway

Station 21 – 3421 Ashworth

Station 22 “Westside” – 1801 68th Street

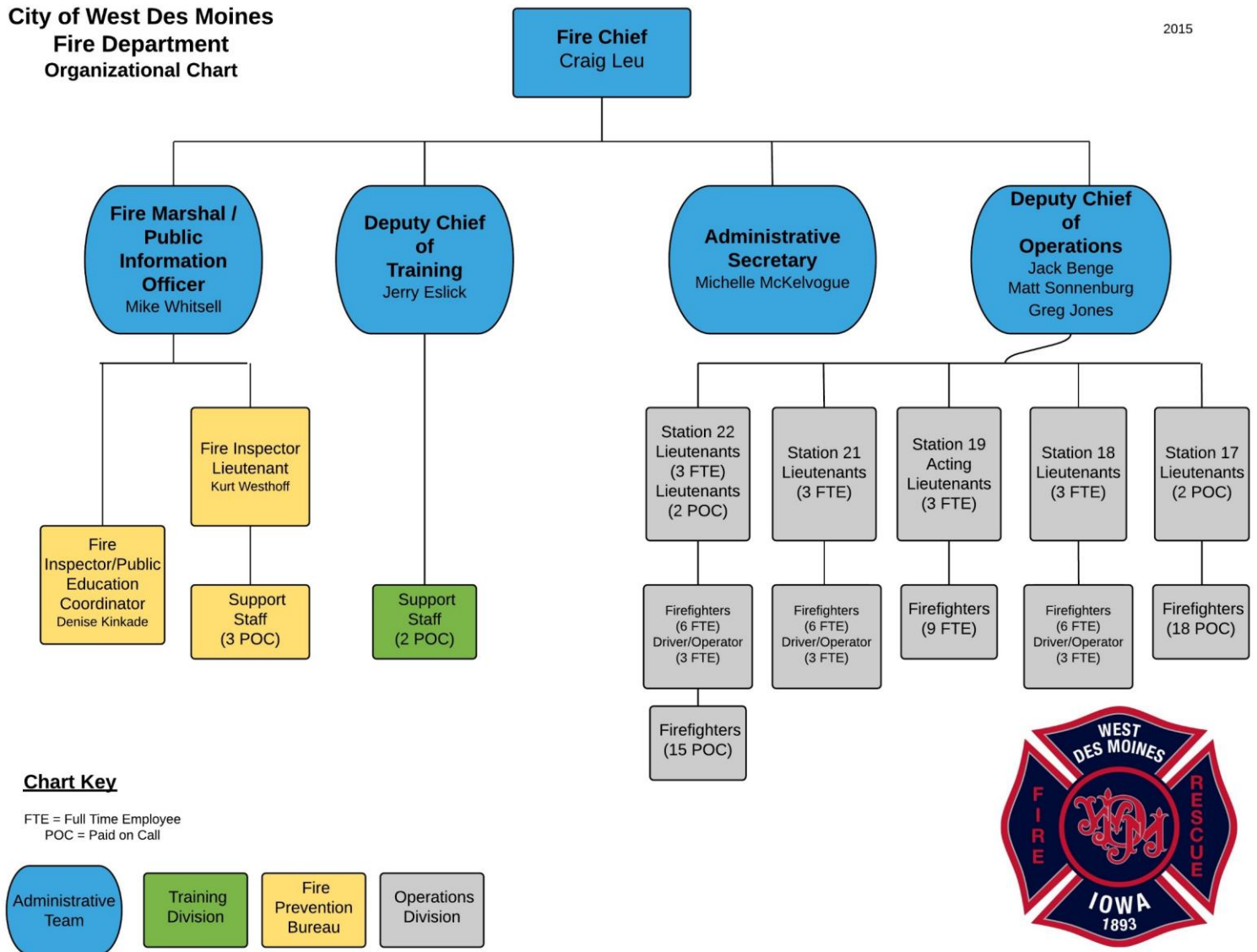




West Des Moines Fire Department Facts and Figures

City of West Des Moines
Fire Department
Organizational Chart

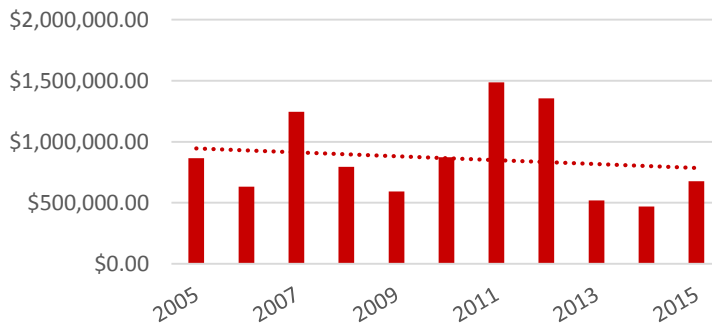
2015



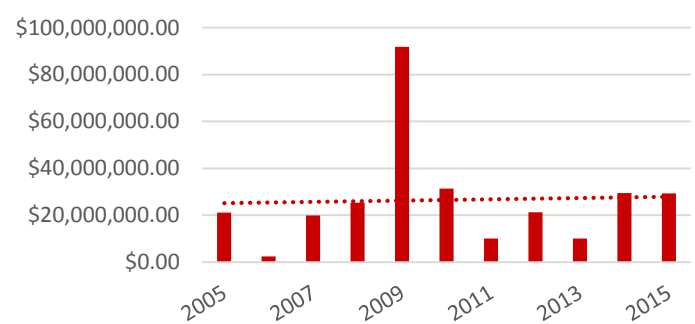


West Des Moines Fire Department Facts and Figures

WDMFD Fire Loss in Dollars



WDMFD Property Saved in Dollars

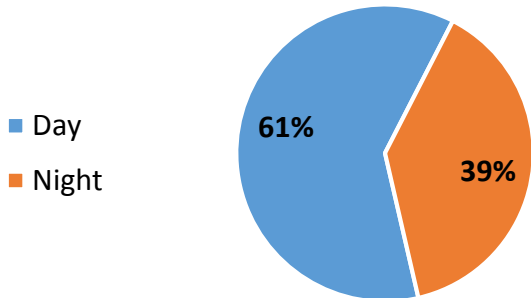


2015 All WDMFD Incidents				
Incident Group Description	Number of Incidents			
Emergency Medical	1,453		1453	45%
False Alarms	842		842	26%
Service Calls	574			
Hazmat	196			
Fire	154		936	29%
Weather	8			
Special Incidents	4			
Total	3231			
2012 through 2015 All WDMFD Incidents				
Incident Group Description	Number of Incidents			
Emergency Medical	4,539		4539	40%
False Alarms	3249		3249	29%
Service Calls	1987			
Hazmat	834			
Fire	656		3518	31%
Weather	30			
Special Incidents	11			
Total	11306			
2015 Response Times 90th Percentile		2012-15 Response Times 90th Percentile		
Call Processing	0:59	Call Processing	1:12	911 Phone answer to unit dispatched
Turnout	2:11	Turnout	2:06	Unit notified to unit responding
First Unit on Scene	6:21	First Unit on Scene	6:24	Unit responding to unit on scene



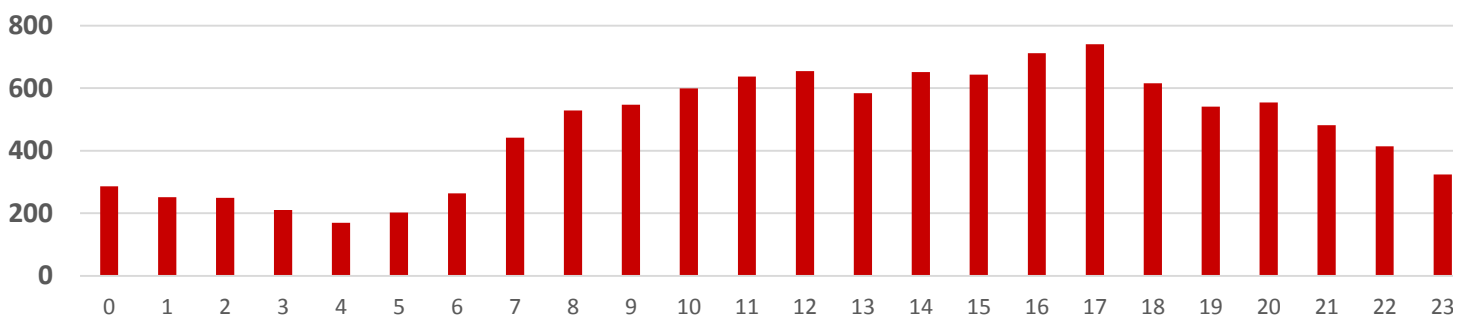
West Des Moines Fire Department Facts and Figures

2012-15 Incidents
Day vs. Night

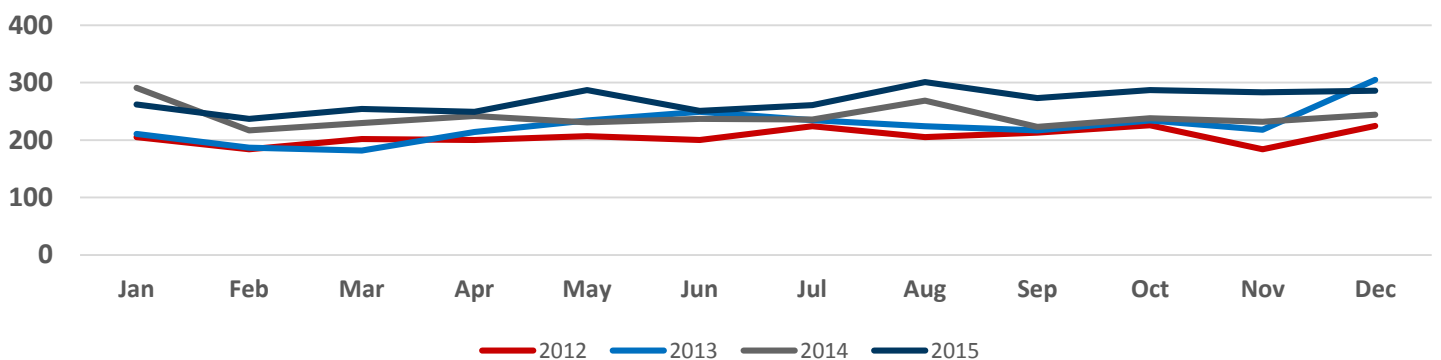


2012-2015 Incidents	Day	Night	Total
Monday	1050	608	1658
Tuesday	1087	582	1669
Wednesday	1038	624	1662
Thursday	1044	624	1668
Friday	982	649	1631
Saturday	906	665	1571
Sunday	808	639	1447
Totals	6915	4391	11306

2012-15
Incidents - Time of Day
(0 = Midnight)



2012-15 Incidents / Month





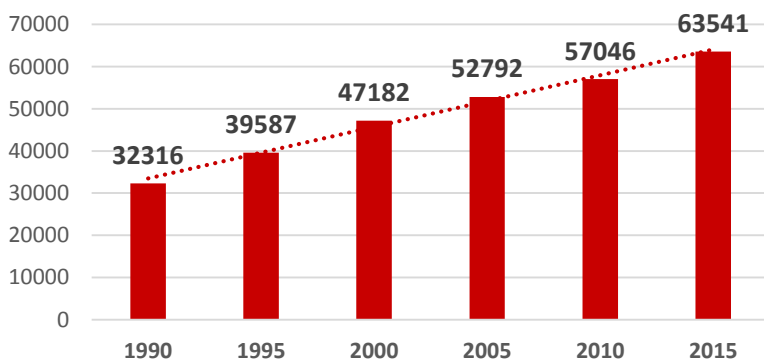
West Des Moines Fire Department Facts and Figures

2015 District Call Volume		
Station	Incidents	%
17	379	12%
18	402	12%
19	453	14%
21	704	22%
22	1,285	39%
OUT	8	1%
Total	3231	

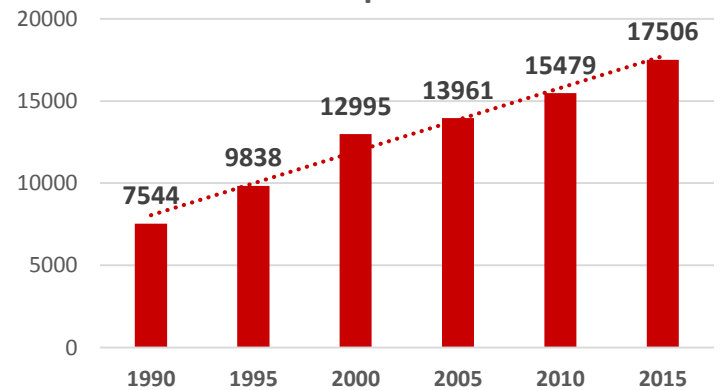
2012-15 District Call Volume		
Station	Incidents	%
17	1222	11%
18	1599	14%
19	1193	11%
21	2641	23%
22	4,639	41%
OUT	12	.10%
Total	11306	

2015 - 6 Busiest Units		
Unit	Station	Incidents
Engine 220	22	1641
Ladder 215	21	1048
Engine 180	18	756
Engine 190	19	567
Car 219	21	247
Engine 170	17	163

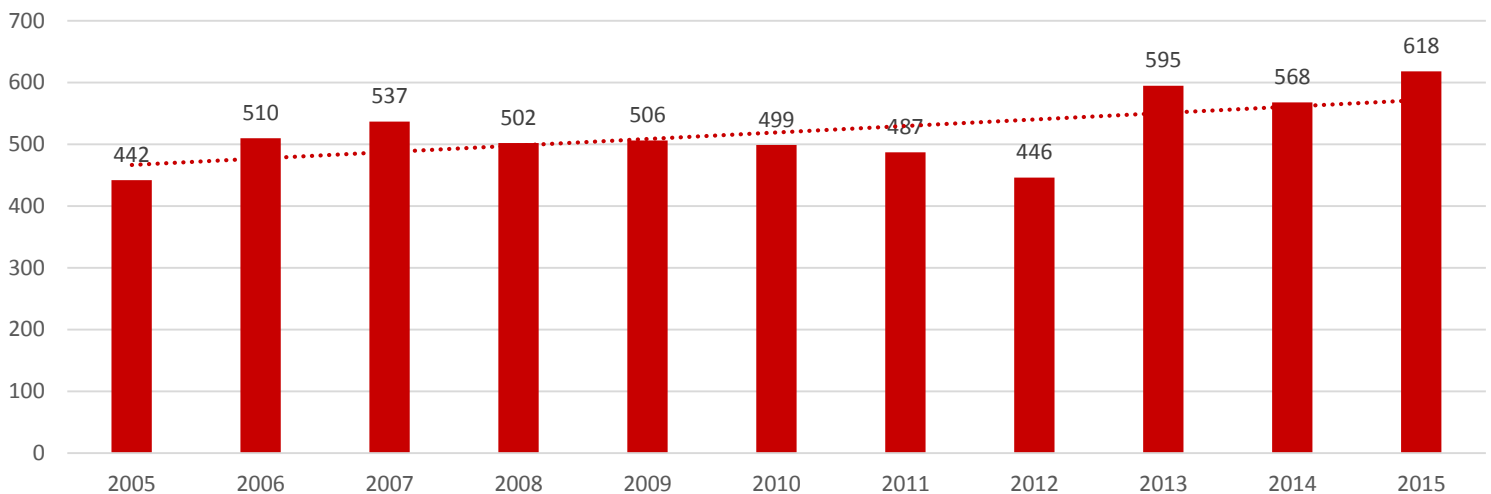
West Des Moines Population



Clive Population



Station 22 Incidents in Clive





West Des Moines Fire Department Awards and Retirements



Firefighter of the Year



Career Achievement Award



West Des Moines Fire Department Awards and Retirements



Community Service Award



Distinguished Service Award



Retired - January 16th



Retired - September 1st



West Des Moines Fire Department Awards and Retirements



Retired – May 29th

For More Information Contact:

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